



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**

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Date Submitted _____

SECTION I - Identification

Working Title: Licensing Position

Department: Transportation

Job Code Number: 434313

Division & Bureau: License & Permitting

Job Code Title: License Permit Technician

Section & Unit:

Pay Band: 3

Work Address: 2550 Prospect Ave, Helena
MT 59620

Position Number:

22033, 22057, 22080, 22014, 22085, 22128

Phone: (406) 444-6130

☐ FLSA Exempt ☒ FLSA Non-Exempt

☐ Non-Union ☒ MPEA ☐ Blue Collar

Profile Completed By: Diana Piccono, Tom Winfield, Dan Kiely
444-9624

Work Phone: 444-6148 or

Work Unit Mission Statement or Functional Description:

The Motor Carrier Services Division (MCS) protects the Federal government's and Montana's investment in Montana's highway system and ensures the safety of the traveling public through regulation of the motor carrier industry and enforcement of all state and federal commercial and agricultural motor carrier laws, rules, and regulations; licenses and permits commercial vehicles in compliance with State, Regional, and Federal law and/or agreement and establishes state, national and international commercial motor carrier regulatory and enforcement rule and policy on national and international commercial motor carrier issues and non-economic trade barrier issues on behalf of the State of Montana. MCS is a multi-program division comprised of the Licensing and Permitting Bureau, the Enforcement Bureau and Operations Bureau.

The Motor Carrier Services Division controls:

- Commercial vehicle size and weight enforcement
- Commercial vehicle and vehicle driver safety enforcement
- Commercial vehicle oversize/overweight permitting

- Commercial vehicle licensing
- Administration of the International Registration Plan (IRP) for Montana
- Administration of the Single State Registration System (SSRS) for Montana
- Administration and Certification of the Heavy Vehicle Use Tax (HVUT) program for Montana
- Development of Montana's national and international commercial vehicle policies
- Administration of the PrePass weigh station bypass services for Montana
- Management of the MDT's Intelligent Transportation System/Commercial Vehicle Operations Program
- Management of Montana's Motor Carrier Safety Assistance Program (MCSAP)
- Fuel tax evasion and dyed fuel enforcement
- Management of Montana's Commercial Vehicle Information System Network (CVISN) program

The Licensing and Permitting Bureau (LPB) delivers a variety of services to the commercial motor carrier industry that are required by law and required by the industry in order to operate legally in the State of Montana and in other jurisdictions. These services include registration in accordance with the International Registration Plan (IRP) and the International Fuel Tax Agreement (IFTA), of all commercial vehicles owned by Montana-based carriers and used in interstate commerce; permit services for all carriers who wish to travel on Montana's highways but whose vehicles are size and/or weight noncompliant; specialty customer service packages developed for Montana's commercial vehicle; and development and implementation of the State of Montana's commercial vehicle registration, licensing and permitting policies and procedures which are used by both the LPB and the commercial motor carrier industry to assure that a uniform and consistent service relationship is maintained. Additionally, the LPB is responsible in Montana for the () Unified Carrier Registration which is a Federal program that assures state carrier compliance with national commercial vehicle insurance requirements; the International Registration Plan (IRP) which requires that member jurisdictions operate under uniform commercial vehicle registration and licensing procedures; and the Heavy Vehicle Use Tax (HVUT) program whereby Montana-based carriers are monitored and certified compliant by the state with Federal commercial vehicle weight tax requirements. The LPB generates revenue in excess of \$30 million each year, which is deposited into the Highway Special Revenue Account.

Describe the Job's Overall Purpose:

This position issues credentials for the International Registration Plan (IRP), International Fuel Tax Agreement (IFTA), Special Fuel Users (SU), Unified Carrier Registration Agreement (UCR). The Licensing Positions ensure that all applications, activities, and procedures comply with state, federal, department, and division statutes, regulations, policies as well as the individual agreements for each of the different programs.

This position licenses carriers ranging from the sole proprietor to large, international companies with hundreds of units for the International Registration Plan (IRP), International Fuel Tax Agreement (IFTA), Unified Carrier Registration (UCR) and Special Fuel Users (SU).

<i>SECTION II - Major Duties or Responsibilities</i>	<i>% of Time</i>
<u>IRP LICENSING</u>	<u>55%</u>

The IRP is an agreement between the lower 48 states, D.C., and 10 Canadian Provinces allowing for one payment of fees, one base plate, and one cab card allowing travel in all jurisdictions.

This position licenses carriers for the International Registration Plan (IRP). The licensing process requires a thorough working knowledge of the Plan, changing jurisdictional regulations (i.e. max weights allowed), State and Federal laws governing aspects of licensing not covered by the Plan and county licensing requirements (and how a carrier may travel through a state while county plated). This position has MT and 59 other jurisdictions.

New Accounts

This position licenses and/or relicenses carriers in Montana. This entails accessing Secure Federal Sites using passwords/id numbers assigned by the Division's Federal Security Office, (UAS, Query Central) for the verification of all of the related information including but not limited to: USDOT number, cross checking of name, physical address, and phone number, Federal Tax Identification Numbers, etc. This process involves access to customer's credit cards including verification codes and expiration dates. The IRP guidelines require that the carrier must have a physical location with a land line to be registered in Montana. (The customer must provide proof of physical location if the verification process reveals differences.)

This position must clearly communicate the proration and percentage process used to determine fees charged by each jurisdiction.

IRP Applications include carrier information, appropriate states, weight, and vehicle information, scope of operations, and mileage for each state to be included. Additional information included are bills of sale for each unit, a 2290 (Heavy Vehicle use Tax form from the IRS) for any unit grossing over 55,000 pounds, lease agreements for any owner/operators, and a signature sheet for anyone authorized to work on the account. The 2290 is required by the IRS for credentials to be released by any state or county agency and if this is not collected and on file and an audit is performed, a state's federal highway funding may be in jeopardy.

For IRP, The position will analyze the application completeness and accuracy. If information is missing or incorrect, the position has the option of returning it by mail or contacting the carrier for correction by fax, depending on the nature and severity of the error or omission.

New accounts that are mailed may include a prepayment based on the number of units being licensed to receive a temporary authority to run immediately once the account has been approved and created. Example: Mileage for new accounts are estimated unless a carrier had previous miles, (if they had been licensed in another jurisdiction). Estimated miles must either be at least the minimum from the chart in the IRP manual or, if they are less, then the carrier must provide routes of travel and the frequency of hauls on these routes (i.e. taking road X to city Y once per week). This position must look at the detailed scope of the operation, for example: If contract run from Seattle to Helena customer has a defined route. Last resort is from IRP chart. This carrier should submit a business plan. Should let MCS know mileage and business plan.

Example: Idaho allows a max weight of 105,500 but carrier must be licensed for 106,000.

Carriers may also have previously licensed a unit at the county level and have paid Montana gross vehicle weight fees. They are allowed to receive credit for a portion of these fees. This position must calculate this credit by determining the months of credit to be returned and the percentage allowed from Montana's share of the prorated fees on the new account.

Example:

\$800 of GVW paid to the county for 12 months in September. Carrier begins a new IRP account on April 15th. After the jurisdiction mileages are entered and fees calculated for his account, the Montana apportioned percentage is .506420. The carrier is credited:

6 months (his fees are paid through September, April to September is 6 months)/12=.5*800=400*.506420=202.568 rounded to \$202.57

Renewals on accounts

When a carrier renews, a renewal schedule A/E (vehicle, carrier, & weight info) and B (for mileage and scope of operation) are generated for each fleet. These are mailed to the carrier to complete and mail back. The position verifies the renewal package is complete and correct.

Example: Renewal schedules that were sent to the carrier are filled out correctly and signed, the signature sheet must be included, and a 2290 for each unit over 55,000 pounds gross weight. The position verifies any changes to vehicles (additions or deletions) and changes to licensed weights.

Errors: Incorrect weights will result in the carrier being charged the wrong fees—for instance, if carrier wanted to license for lower weights than the previous year but the position mistakenly left the weights the same the carrier would be overcharged and may not realize it until the invoice had been paid and the cab card printed and received.

Supplements

Carriers will submit Supplements by mail or fax (or walk in at the counter) supplements between renewals for such things as weights increases, adding jurisdictions, adding and/or deleting vehicles. These are accomplished by utilizing Schedules C & B. This position audits the supplements for accuracy and content to make sure all areas are properly filled out and all supporting documentation is included (bill of sale, 2290, lease agreement). Incomplete supplements must be corrected by the carrier. The position is not allowed to correct ANY information. Errors are either faxed back to customer for correction or customer is contacted and required to fax in corrected copy.

This position issues credentials (license plates and cab cards) that allow carriers to travel in all jurisdictions licensed at the weights requested. These are issued at the opening of an account, renewal period, and upon payment of a supplement. When necessary, temporary registrations are also issued for immediate, legal travel. This position is responsible for keeping carriers legal and on the road.

This position also issue Hunter's Permits, which allow a driver to travel unladed so they may interview with a carrier.

Errors: If a vehicle type is entered incorrectly (TK instead of TR) the truck will have the wrong type of plates and will be ticketed.

If a new account has the incorrect expiration date set, fees will be incorrect and if the invoice is paid and cab cards are run the entire account will have to be redone.

If a VIN number is entered incorrectly a carrier may get a ticket, or the tech may miss that the truck was licensed to someone else simultaneously.

If an incorrect state is entered and the invoice is paid, the carrier can not get a refund and will have to add the state they originally wanted through a supplement, costing them time and money.

Examples:

A carrier came in to the office to open a new account at the counter. The carrier was unsure of what weights he wanted to license for. This position explains how the prorate process worked in regards to the different percentages charged per state. In addition it is explained to customer that states usually charge substantially more for higher weights and that if customer didn't know if he was going to run the higher weights, he would save money by only licensing at the weights. If Customer knows he would be running that he could easily increase them in the future. He licensed for 80,000 in the states he chose and I ran his invoice. I then analyzed the weight fee charts for two of the other states he had licensed for and gave him a sample of how much he had saved over his licensing period by not licensing for his initial weight preference, which in those two states alone came to about \$150.

Renewal of IRP accounts are done on a quarterly basis. An account was mailed in and had several problems. Some states had estimated miles listed, even though the carrier had actual miles in those

states. Title numbers were missing for some units. Some 2290s were missing. A truck was being added and the Schedule C for that was incomplete, and it was missing a bill of sale. The entire renewal package was returned. When it came back there were still problems, so parts were faxed back to the carrier for correction. When the corrections for the unit being added and the mileage sheet came back the tech for the account was out so another tech took the information in an attempt to complete the renewal in a timely manner, as it was near the end of the period. However there were still unresolved issues and it was discovered that one renewed vehicle was in an incorrect weight group—licensed for 51,000 in all states and at a minimum Montana must license in even increments (i.e. 52,000). The tech faxed back requesting further corrections. After several faxes back and forth all issues were resolved and the carrier was renewed. It was several days after the renewal period had ended, and the carrier had not been able to legally run for that time.

A carrier added and deleted a unit on a supplement. The next day they faxed another supplement deleting the unit they had just added stating that the driver of that unit had failed the drug screening. However as they had requested a temporary authority they were obligated to pay for the unit and could not delete it until invoice was paid for.

A carrier sent in their renewal. On the Schedule B they had not filled in the spaces for prorate (Y or N) or A/E for miles. The position can not assume what the carrier wants and is not allowed to make corrections. Also, for states being added, the carrier had not given the weights they wished to license for. Again we can not assume what they wish to license for, especially as this could lead to the carrier being incorrectly charged. Renewals are mailed back with a note listing needed corrections.

A carrier came in for a renewal at the counter. It was several days after the licensing period had ended. The tech asked him if he had been running without valid plates. The driver stated he hadn't and had come in with his personal vehicle. The tech was suspicious and asked an enforcement officer to speak to the driver. The driver stuck to his story. The officer went around the area to investigate and found the driver's truck parked nearby. He returned and issued the driver several citations.

This position must evaluate several financial transactions on a daily basis. For example: Customers pay invoices with cash, checks, and credit cards. Customers come into the office to pay their invoices or they will call and pay over the phone or via fax with a credit card or a com check. When receiving a payment from a customer, this position documents the transaction in the receipt book and also documents this information in the file regarding the transaction. Once payment is received this position will produce the customer's credentials and either mail them, or hand them to the customer in person.

This position is responsible for taking payments from customers by cash, check, or credit card. Payments may range from \$2.00 to several hundred thousand dollars. This position is entrusted with credit card numbers, expiration dates, and verification codes. Transactions must be recorded in a receipt book for tracking purposes and a receipt must be kept in the customer file along with the invoice and customer authorization if paid by credit card. Cashier journal reports are issued daily and must be kept for several months in case a customer calls and asks whether a payment was received and credentials issued. (The payment may have been received and credentials not run, or the credentials may have been lost in the mail)

IFTA LICENSING

This position licenses carriers for the International Fuel Tax Agreement. This is an agreement between the states and provinces to collect and distribute fuel taxes by having carriers report fuel purchases to their base state. This position opens accounts, renews licenses, and distributes additional IFTA decals as needed throughout the year.

IFTA licensing requires in-depth knowledge of the Agreement and the process by which states tax fuel (i.e. state and federal fuel taxes at the pump).

This position must confirm information supplied by the carrier upon receipt of new account applications or renewals. Then the license and decal will be issued. Carrier information is verified by US DOT number by accessing UAS and Query Central, secure Federal databases for state and federal personnel to confirm carrier safety and business information. The license and decals are necessary for carriers to avoid buying fuel trip permits in other states.

Renewals are done on an annual basis. This position analyzes the renewal application for accuracy and completeness and will deny the application and return it if it is incorrect. Once the application is resubmitted and deemed acceptable, position confirms that money for IFTA decals has been deposited in the carrier's account (or credit card information has been included) and issues a license and decals. However, a carrier may have had their license revoked due to non-filing and in that case regardless of proper application and payment of decals no license can be issued until late fees have been paid and a bond has been filed. This will have to be confirmed with the fuel tax section.

When carriers add units or lose decals they may order additional decals. Carriers must fill out an Additional Decal Order form that the position analyzes for completeness and accuracy (the carrier must identify the vehicle the decal is being ordered for and the reason for the decal, i.e. new vehicle or washed off).

Errors: If not activated correctly tax returns will not be mailed out properly and the carrier may face late fees, non-filing fines, and revocation.

If decal payments are entered into the wrong account it may prevent a carrier's license from being printed.

Examples:

Company wanted a new IFTA account because they changed their name and federal ID number. A new federal ID number requires a new IFTA account, so a new account was created for them and the old one was closed. In the old account they had a credit for over \$700.00. I e-mailed the accounting department to see what had to be done to get that money put into the new account. It was necessary for the company had to request a refund for the money. The money couldn't be transferred from one account to another because they consider this as being two different companies. I called the customer to tell her the steps that they needed to take to get her money back. Customer was very grateful that they were notified about the money that was in the account because they never knew it was in there.

For the 2008 IFTA renewal, a carrier had sent in their renewal requesting 600 IFTA decals (\$1200). The IFTA manual states that we will release only one set of decals per unit that the carrier has licensed. I analyzed the carrier's eight fleets, and found 375 power units that were eligible for decals. I informed the carrier that even though we had the \$1200 in their IFTA account I could only authorize the release of 375 decals. The carrier was very upset and told me that they needed the extras for drivers that were added after the renewal period, as they would otherwise have to overnight the decals at a cost of about \$50. I informed them of the option for a 30 day temporary IFTA permit, but they insisted on the need for extra decals. I restated that MCS policy was not to issue more decals than there were power units in the fleet and that I would only issue 375 decals. They could either request a refund for the additional credit or leave it on the system for future decal orders. They chose to leave it on the system.

SU LICENSING (Special Fuel Users in MT only:

This position licenses contractors and subcontractors working on city, county, state, or federal road projects for Special Fuel User permits. Contractors must have a current license to perform any work on a public road construction project. Permits are required to properly collect taxes on special fuel used for roadway projects and eliminate use of dyed special fuel.

This position must analyze SU applications for completeness and accuracy. An application must include a surety bond, certificate of deposit, or letter of credit. This position must be familiar with the various requirements and the amounts required.

Errors: If not activated correctly tax returns will not be mailed out properly and carrier may face late fees, non-filing fines, and revocation.

UCR LICENSING

This position is responsible for administering the Unified Carrier Registration program. The UCR is a federally mandated program with 38 participating states, in which carriers pay fees based upon fleet sizes. The fees are submitted to the states to be used for motor carrier safety programs. Carriers who are not registered face stiff fines, potential jail time, and having their truck parked until the fee is paid (which will cause delays in load delivery).

This position analyzes the application for completeness and accuracy. This position enters the information on behalf of the carrier on a secure, system. This position affirms that the information entered is accurate and then a receipt is printed, faxed, or mailed to the carrier.

This position must understand the law (SAFETEA-LU) and the regulations pertaining to the UCR and be able to explain them to carriers in a simple and direct manner. For instance, the UCR only applies to carriers crossing state lines—a carrier staying in Montana does not have to register even if they have a US DOT number. But, they would need to pay it should they have a load going across the state line. The fleet size is also determined only by vehicles (trucks and trailers) crossing state lines. This is especially pertinent to smaller carriers, as they may have trailers that are parked, or only a few trucks that leave the state out of a fleet of perhaps thirty trucks. The difference in four trucks (\$116) and thirty trucks (\$806) is substantial. It is important to explain this to carriers to prevent them from overpaying fees.

Customer Interaction & Assistance

45%

This position handles a phone queue line on which customers call in with questions. These customers range from those with existing accounts, people who may want to prorate, carriers looking for general information, the general public looking for licensing information but who have reached the wrong department, and a multitude of others.

This position must be aware of the duties and responsibilities of other state, federal, and county agencies dealing with the trucking industry and similar functions. Not only are the questions we receive on the queue line about our licensing duties, but often they are about topics that aren't dealt with in the licensing section. This position must have knowledge to direct a caller to the proper resource—for instance, a caller may call asking about a biannual update to his US DOT number, and we would refer him to the FMCSA. A caller may be concerned about safety issues at a trucking company, and he would be referred to the enforcement bureau. Or, a caller may wonder whether the business he just bought a truck for will require a DOT number if he stays within the state and within certain weights, and would be referred to MCSAP.

This position must deal with a variety of customer personalities. Customers may be friendly, indifferent, accusatory or angry. The tech must be able to handle any of these personalities, and be prepared for a customer to go from "normal" to irate if they don't get an answer they like.

This position explains subject matter to the customer in a variety of ways that the customer can relate to. Occasionally a customer will use a term that this position commonly uses to refer to something else ("authority" often means several different things). It is important for this position to define terms beforehand so the tech and customer are speaking at the same level.

This position deals with a variety of other official personnel. Job duties necessitate regular communication with the bridge department, accounting, fuel taxes and other MDT personnel. May also be in contact with county licensing departments, other State (both Montana and out-of-state) agencies, the FMCSA, and at times law enforcement officials.

2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:*

Problems solved:

Solves motor carrier licensing problems by querying data from account holders, summarizing the data solicited and received, drawing conclusions from this data to determine if the account holder has provided adequate and correct information. Licensing Positions solve customer problems by completing licensing, registration, and permitting following a pre-determined sequential process based on questioning of the account holders, interpretation of this data and the account holder's various circumstances, and evaluation of the data in relation to the licensing, registration, and permitting requirements.

Decisions made:

The Licensing and Permitting Position interprets or modifies requirements based on conditions and decides how to meet customer needs and license, registration, and permitting requirements.

Procedures followed:

State and federal law and MDT and MCS policy and procedures

3. *The most complicated aspect of this position is:*

This position must be a good listener to resolve problems that arise on a daily basis. This position is very busy and needs to prioritize the daily workload to ensure that timelines are met. The licensing tech must obtain a wealth of knowledge to make sure that all of the customers needs are satisfied.

Provides customer service to licensing and permitting applicants to promote efficient service oriented assistance concerning vehicle registration, licensing and permitting processes. Explains different types of registration, licensing and permitting process and requirements, applies rules and regulations to various vehicle specifications and carrier circumstances and advises the customer of the most efficient and cost-effective approach to securing registrations, licenses and permits. Interprets general needs and objectives of the applicants to determine the specific requirements and procedures.

This position uses logic, reasoning, and common sense to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problem-solving while considering the relative costs and benefits of potential actions and choosing the most appropriate action in a project, task and time-sensitive project driven environment where requirements may change based on legal and environmental conditions. In addition this person must ensure the carrier is legal and compliant and under regulations.

4. *Guidelines, manuals, or written procedures that support this position include:*

Montana Code Annotated, Administrative Rules of Montana, IRP Procedures Manual, IFTA Procedures Manual, MCS Operation Manual

5. The following duties and/or specific tasks listed under 1 above are considered “essential functions” because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):

All duties are considered essential and require the Licensing and Permitting Position to rely on their own initiative, judgment, and decision-making in accomplishment of the assigned duties. Positions are expected to solve all day-to-day and most unusual problems to produce organizational success.

All work is self-initiated daily and is dependent on the volume of mail received, number of telephone requests, and the amount of walk-in customers. Positions must be available to assist all customers from 8:00 am to 5:00 pm Monday through Friday.

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Sitting for long periods of time
- Staring at computer screen
- Bending, stooping for files
- Reaching for files
-

MENTAL

- Stressful at times with constant phone calls high volume
- Customers may be irate, this position needs to calm customer
- Trying to keep up with workload, and MCS commitment to customer satisfaction
- Pressure for the timelines
- Weight analysis send out it can be very time consuming
- Constant learning & retaining information

6. Does this position supervise others? ☐ Yes ☒ No

Number directly supervised:

Complexity level of the positions supervised:

Position Number(s) of those supervised:

7. This position is responsible for:

- ☐ Hiring ☐ Recommends Termination ☐ Supervision ☐ Pay Level
☐ Performance Management ☐ Promotions ☐ Discipline
☐ Other:

8. Attach an Organizational Chart.

Organizational Chart available in HR

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.
Critical knowledge required for this position:

KNOWLEDGE:

- Knowledge of personal computer operations. Knowledge of the State of Montana's highway system, geography, county jurisdictions and highway connectivity with other states and Canadian provinces. Knowledge of commercial motor carrier operations.
- Service oriented: interacts effectively with the public in a service provider/customer relationship. Understands and accepts the role of state government employee. Works well with customers from diverse educational and social backgrounds.
- Self-confident: interacts effectively and professionally with politically and financially powerful customers. Makes decisions confidently. Knows when to ask for help.
- Communication: provides clear instructions and explanations, follows-up when instructions are given to insure compliance, responsive to questions or problems that may arise as a result of instructions or explanations. Communicates verbally in a professional manner.
- Accurate and dependable: work product is accurate and of a superior quality, pays attention to detail, maintains appropriate written documentation, completes duties on time.
- Cooperative: interacts effectively with customers, supervisors, peers and subordinates.
- Inquisitive: finds, reads and learns state and Federal rules, laws and regulations, commercial motor carrier industry publications and trade journals; asks questions and collects information; is interested in understanding process and procedure; likes to know how things work; remembers information and applies it from situation to another.
- Results-oriented: takes action, does not procrastinate.
- Documentation: documents work activity progress, problems and resolutions. Documents subordinate assignments, progress and out-come. Documents accurately and uniformly.
- Accepts change: embraces technology and accepts it as a critical element in the delivery of governmental services. Accepts the reality of change inherent in government. Willing to give change the benefit of the doubt.
- Must have the ability to read a map

Behaviors required to perform these duties:**CORE VALUES – GENERIC BEHAVIORS 4/3/06*****CUSTOMER ORIENTATION/SERVICE (P.11-12)***

Creates an atmosphere in which timely and high quality information flows smoothly between self and customer. Encourages open, honest, and constructive expression of ideas and opinions. Demonstrates active listening skills. Uses appropriate body language. Seeks to understand others' viewpoint. Analyzes the customer needs and adjusts to the perspective of the customer, when appropriate.

DECISION MAKING (P. 22)

Independently takes action and responsibility for solving problems. Makes decisions designed to achieve desired outcomes. Challenges the status quo by taking calculated actions in complex, ambiguous, contentious, or hazardous situations to force an issue or set a direction.

PERSONAL ACCOUNTABILITY AND OWNERSHIP (P. 31)

Takes pride in the job. Actively engages in professional self-development opportunities. Accepts individual responsibility for all actions taken.

LEADERSHIP (P. 35)

Shares information, feedback, and knowledge (two-way communication) with key persons inside and outside of the organization to ensure successful project outcomes and/or improvement. Includes training, teaching, and coaching others. Actively steps into a leadership role.

ETHICS (P. 44)

Models high standards of honesty, integrity, trust, and openness. Knows, understands, and follows through with the correct standards of conduct and moral judgment required; is willing to act outside the norm when needed to adhere to ethical principles. Communicates and demonstrates actions in a consistent manner. Respects others, regardless of individual capabilities, agendas, opinions or needs.

FLEXIBILITY AND ADAPTABILITY (P. 49)

Accepts change as a healthy and normal part of growth. Receptive to new information and recognizes the validity of various viewpoints; sees situations objectively. Responds positively to changes in direction and priorities, responsibilities or assignments. Adjusts to multiple demands, priorities, ambiguity, and change positively. Works effectively within a variety of situations, individuals, or groups.

TEAMWORK (P. 50)

Works cooperatively with others as part of a team as opposed to separately or competitively.

CREATIVITY AND PROBLEM-SOLVING (P. 59)

Generates ideas, fresh perspectives and original approaches; open-minded. Uses creativity and originality when problem-solving. Goes beyond traditional ways to address issues and problems.

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input checked="" type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input checked="" type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Experience in a field directly involving motor vehicle permitting and licensing is preferred. A minimum of one (1) year experience in an occupation which requires communication skills and direct customer service is also required.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

- ☒ Yes ☐ No

Alternative qualifications include:

Any licensing or permitting experience; business, accounting, bookkeeping, or administrative experience which also requires public contact and customer assistance deemed acceptable to the selection committee may substitute for experience requirements on a year for year basis.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

Division/District Administrator:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Jennifer Jensen Administrator, Human Resources Division

Signature: _____ Date: _____